

INEEL Institute

Integrated Training

Enhanced Work Planning

INEEL Work Control Process Level III Training

Course Number: 00TRN300

Revision: 0

Instructional Developer:
Martin Ehlinger

IT/Program Lead Review:

Date:

SME/Technical Review:

Date:

Training Manager/Supervisor Review:

Date:

Line Manager/Supervisor Approval:

Date:

Submitted by: _____

Date: _____

MODIFICATION RECORD			
Change Number	Affected Pages	Description of Change	Management Approval

COURSE/LESSON: INEEL Work Control Process Level III Training

INSTRUCTIONAL METHOD: Lecture

ESTIMATED COMPLETION TIME: Total Hours = 3
Classroom = 3 Hours

AUDIENCE DESCRIPTION:

The training is intended for work package primary owners and their supervisors, and any supervisor or manager involved in the work control process.

PREREQUISITES:

2. None

REFERENCES:

□ MCP-2798 *Maintenance Work Control*, Rev. 5

COMMITTED TO/REGULATORY INFORMATION REQUIREMENTS:

None

INSTRUCTIONAL MATERIALS:

A/V Equipment

- Overhead Projector
- Projection Screen
- Television and VCR
- Work Process Flow Board
- INEEL Work Control Process Level II Training Video

COURSE/LESSON PURPOSE:

To train personnel on the procedures and tools of the standardized work control process as revised in MCP-2789 Rev. 5.

OBJECTIVE(S):

At the conclusion of this training the students will be able to:

1. Describe the major steps in the INEEL standardized maintenance work control process.
2. Define the roles and responsibilities for the functional positions identified in the standardized maintenance work control process.
3. Demonstrate proficiency in applying the INEEL standardized maintenance work control process and procedure (MCP-2798) to realistic work activities.
4. Discuss the concepts of general intent and Step-by-step procedural compliance, and minor maintenance.
5. Describe the application of a graded approach when using the Job Requirements Checklist.

EVALUATION:

Satisfactory performance will be demonstrated during the scenario performance and by review questions presented by the instructor at the end of the session.

I. INTRODUCTION

- A. Establish Contact
Introduce self and topic.
- B. Establish Learning Environment
State policies which provide an environment conducive to learning: questions, note taking, smoking, conduct, comfort, refreshments, emergency evacuation, etc.
- C. Establish Learning Readiness

Instructor Note

Have the Director or designee give a brief opening

1. Director or Designee discusses his/her expectations concerning the implementation of the new work control process per MCP-2798.

- a. Identify INEEL Enhanced Work Planning Mission

OVERHEAD 00TRN300.01

EWP Mission

- b. Identify Enhanced Work Planning Goal

OVERHEAD 00TRN300.02

EWP Goal

- c. Identify Enhanced Work Planning FY98 Goal

OVERHEAD 00TRN300.03

EWP FY98 Goal

- d. Identify the Benefits of the INEEL Enhanced Work Process

OVERHEAD 00TRN300.04

Benefits of INEEL EWP

- e. Identify Functional Positions for your organization.

OVERHEAD 00TRN300.05

Use overhead with your organization

- f. Close out the opening with your personal views.

D. Overview

State objectives, describe the lesson's main subject areas, the activities that the trainees will engage in during presentation of the course/lesson, and how the course/lesson is related to previous training.

OVERHEAD 00TRN300.06

OBJECTIVES

II. PRESENTATION

Instructor Note

After presenting the Objectives, show the INEEL Enhanced Work Planning video. Ensure lighting and sound levels are appropriate.

A. Introduce the INEEL Work Control Process Level II training video by briefly explaining the contents of the video.

1. Show the video

Instructor Note

After the video is completed turn off the television and turn the lights up if necessary.

2. Work Control Process Overview

Instructor Note

Handout the maintenance work control process flow diagram so that the audience can follow along during the next brief overview.

OVERHEAD 00TRN300.07

Process Flow Diagram (Initiating a Work Request)

- a. Identify Work

- 1) Can be submitted by computer, hard copy or verbally.
- 2) Responsible Manager is identified.

- b. Evaluate/Budget

- 1) Responsible Manager determines if work will be performed.
- 2) Responsible Manager assigns Primary Owner (PO).

- c. Plan

- 1) Minor maintenance determination per MCP-2798 (will cover in detail

during the scenario process)

OVERHEAD 00TRN300.08

Process Flow Diagram (Minor Maintenance)

2) Minor Maintenance

(a) PO gets Maintenance to evaluate & accept the work

(1) Maintenance assess that the work meets minor maintenance criteria

(b) Maintenance gets Operations approval to perform work

(c) Maintenance conducts pre-job brief

(d) Maintenance performs work

(e) Operations closes out work

OVERHEAD 00TRN300.09

Process Flow Diagram (Formal Maintenance)

3) Formal Maintenance

(a) Initiate Work Order

(b) Determine Scope

(c) Involve Engineering if required

OVERHEAD 00TRN300.10

Process Flow Diagram (Formal Maintenance cont.)

(d) Determine is JRC is to be used

(e) Determine category of work

- (1) Planned work
- (2) Unplanned work
- (3) Existing model/work order

(f) Prepare work order

d. Approvals

- 1) Obtain approvals from support organizations
- 2) Obtain Responsible Manager approval
- 3) Maintenance determines workability

OVERHEAD 00TRN300.11

Process Flow Diagram (Formal Maintenance cont.)

e. Schedule

f. Work

- 1) Maintenance accepts work as scheduled
- 2) Operations approves conduct of work
- 3) Conduct pre-job brief
- 4) Perform work
- 5) Work order change may be required
- 6) PO involves Responsible Manager and Engineering, if required

OVERHEAD 00TRN300.12

Process Flow diagram (Close out of work order)

g. Closeout

- 1) Obtain Operations signoff for work complete
- 2) Close the maintenance task
- 3) Turnover and close out per MCP-2811

3. Work Control Process Flow Scenario Exercises

a. Introduction

Instructor Note

Introduce the practical exercise by talking about how it will be accomplished.

- 1) The objective of the exercise is to complete the correct path through the flow chart for each scenario and answer the appropriate questions on the score sheet. Some answers will be provided.
- 2) We will divide into teams and work through 5 scenarios. You will be provided a copy of the EWP brochure, MCP-2798 and MCP-3003.
- 3) The MCP-2798 work control process (reviewed above) will be applied for each scenario.
- 4) We will begin by handing you a *Request For Services* form and a score sheet for the scenario. This form will serve as the Identify Need block on the Work Control Process flow chart.
- 5) Read the *Request For Service* card and move on to the **Approval to Proceed** card. Turn the card over and read the back.
- 6) Throughout the process (scenarios) you will be required to make decisions as to what path to take.
- 7) Move sequentially through the Flow Chart reading the back of each card and following the directions on the back.
- 8) **Salmon** cards require an answer on the score sheet (if the answer is not already provided).

- 9) Instructions on the salmon card may reference a section of an MCP (which you will have to look up) to answer the question.
- 10) Answer the question and write the reason for your response in the “Reason” column on the Score Sheet.
- 11) The teal cards are informational and do not require a response, and you will move to the next appropriate section in the flow chart as indicated on the back of the cards.
- 12) The decision cards (salmon cards) will also direct you to the appropriate block on the flow chart if you answer the question correctly.
- 13) The team may want to assign a scribe
- 14) To review:
 - (a) For each scenario, read the backs of the cards, answer the questions, and complete the score sheet as appropriate.
 - (b) Each scenario will take you through a different path on the Flow Chart.
- 15) The instructor will review the answers before continuing to the next scenario.
- 16) A test will be given at the end of class to review important points.

b. Begin the scenario exercise

Instructor Note

Divide the class into no more than 5 teams and hang up the large version of the flow chart at the front of the class.

Instructor Note

Pass out the process flow boards, and a Scenario #1 score sheet to each team. Have EWP brochure, MCP-2789 and MCP-3003 available as references.

- 1) Scenario #1
 - (a) Give each team a copy of scenario #1.

- (b) Read the scenario to the class
- (c) Allow them to complete the scenario (approximately five minutes).

Instructor Note

Emphasize the need to keep focused on the flow chart and the information in the scenario. Do not get too involved in discussion outside the flow chart or the information in the scenario.

- (d) Go over the answer sheet covering the answers and their basis.

OVERHEAD 00TRN300.13

Scenario #1 Answer Sheet

- (e) Review Scenario #1 Flow Path

OVERHEAD 00TRN300.14

Scenario #1 Flow Path

2) Scenario #2

- (a) Give each team a copy of scenario #2 and the scenario #2 score sheet.
- (b) Read the scenario.
- (c) Allow them to complete the scenario (approximately 10 minutes)
- (d) Go over the answer sheet covering the answers and their basis.

OVERHEAD 00TRN300.15

Scenario #2 Answer Sheet

- (e) Trace the proper flow path on the flow diagram until you reach Approval to proceed, minor maintenance required.

OVERHEAD 00TRN300.16

Scenario #2 Flow Path

- (f) Emphasize the point of Minor Maintenance on overhead

OVERHEAD 00TRN300.17

Minor Maintenance

OVERHEAD 00TRN300.18

Skill-of-Craft

Instructor Note

Mention points in overhead briefly, then inform that Skill of the Craft will be covered in another training session later

3) Scenario #3

- (a) Give each team a copy of scenario #3 and the scenario #3 score sheet
- (b) Read the scenario.
- (c) Allow them to complete the scenario (approximately 15 minutes)
- (d) Go over the answer sheet covering the answers and their basis.

OVERHEAD 00TRN300.19

Scenario #3 Answer Sheet

- (e) Trace the proper flow path on the flow diagram.

OVERHEAD 00TRN300.20

Scenario #3 Flow Path

4) Scenario #4

- (a) Give each team a copy of scenario #4 and the scenario #4 score sheet
- (b) Read the scenario.
- (c)

Instructor Note

Change out the “perform work” card on the flow charts.

- (d) Allow them to complete the scenario (approximately 15 minutes)
- (e) Go over the answer sheet covering the answers and their basis.

OVERHEAD 00TRN300.21

Scenario #4 Answer Sheet

- (f) Trace the proper flow path on the flow diagram.

OVERHEAD 00TRN300.22

Scenario #4 Flow Path

- (g) Emphasize the need for Team Planning.

OVERHEAD 00TRN300.23

Team Planning

5) Scenario #5

- (a) Give each team a copy of scenario #5 and the scenario #5 score sheet
- (b) Read the scenario.

Instructor Note

Change out the “perform work” card on the flow charts.

- (c) Allow them to complete the scenario (approximately 15 minutes)
- (d) Go over the answer sheet covering the answers and their basis.

OVERHEAD 00TRN300.24

Scenario #5 Answer Sheet

- (e) Trace the proper flow path on the flow diagram until you reach Approval to proceed, minor maintenance required.

OVERHEAD 00TRN300.25

Scenario #5 Flow Path

III. SUMMARY**A. Restate the objectives****OVERHEAD 000TRN300.01**

OBJECTIVES

B. Relate experiences that will reinforce the material learned.

IV. EVALUATION

A. Reemphasize the main topic areas/review the material by selecting trainees to respond to the questions below.

1. Where is the need for a safety review identified for a maintenance job requiring welding in a confined space?

B. *Answer:* The Job Requirements Checklist (JRC)

2. What is the first decision made by the responsible manager in the work control process?

Answer: Approval to Proceed

3. How are safety and health requirements conveyed to the worker when performing minor maintenance?

Answer: Skill of Craft and/or Pre Job Briefing

4. Who is responsible for a worker order from approval to proceed to closeout?

Answer: Primary Owner

5. Who determines if an approved work order is workable?

Answer: Maintenance Supervision and Crafts Workers

6. Who determines the scope of a work order?

Answer: Primary Owner

7. What two key functions on the flow chart ensure that maintenance work is given a graded approach for safety reviews and management oversight?

Answer: Minor Maintenance Criteria and the Screening Questions for the JRC

8. How is a work order changed when it can't be worked as written?

Answer: Work Order change

9. What is a model work order?

Answer: Read card #14

10. How is hazardous maintenance work accomplished safely and efficiently?

Answer: No right or wrong answer, question is meant for discussion.

TRAIN Data Collection Page:

This page collects the data captured during the initial creation of the lesson plan... it is for use in making train or other record keeping data entries.

Course Number (Train): 00TRN300

Course Name (Train): INEEL Work Control Process Level III Training

1. Revision: 0 Setting: Lecture Facility Code: SA Reporting Category: PD

Status: Under Development Fee: None Available Date: 3/9/98

Discontinued Date: Refresh Interval: None Course Length: 3

Number of Tests: 0 Minimum Passing Grade:

Development Cost:

Intended Audience: People directly involved as work package owners and their supervisors, and supervisors & mngrs. involved in the work process

Responsible Organization: Scheduling Organization:

Enrollment Type: O

Course Contact: Martin Ehlinger Phone: (208) 526-0595

Special Instructions/Prerequisites: None

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